

What is Teamworks?

Teamworks is a secure, web-based, globally available Extranet platform that will enable UNDP, partner UN agencies and non-UN partners to leverage the collective knowledge of communities, individuals, programmes and projects. Teamworks ensures global distribution of quality-assured knowledge, while also giving users the capacity for contextualizing, sharing and finding knowledge just-in-time, as well as identifying and connecting with peers and partners wherever they are located.

Teamworks will also allow access to thematic communities and user groups by external partners, facilitating One UN cooperation with other agencies to service clients with innovative, timely, results-oriented development solutions.

Teamworks enables users to

- Feature professional knowledge, experience and skills on staff through user profiles;
- Connect to peers by professional networking with staff and external partners for knowledge exchange;
- Stay on top of the work of business teams through just-in-time and transparent communication via status updates, comments and instant messaging;
- Join and contribute to Communities of Practice;
- Create ad-hoc user groups to capture free-flowing knowledge and foster innovation, communication and collaboration;
- Share insights and innovative solutions by contributing knowledge assets, links to external resources and recommendations;
- Obtain advisory services and find experts and consultants;
- Conduct effective searches to access a repository of knowledge assets;
- Obtain project information and share project achievements, evaluations and good practices.

Intranet or Extranet?

Compared to the *Intranet*, Teamworks is an *Extranet* focusing on internal **and** external

1. Professional networking
2. Ad-hoc communication, sharing and collaboration (on-demand, e.g. in crisis situations)
3. Contextualized archiving of user exchange and knowledge assets

Teamworks is **not** focusing on internal

1. Document management and version control
2. Content management
3. Business work flows

What progress have we seen so far?

In a user survey conducted in December 2009, 90% of respondents agreed that “this type of social networking application would be beneficial for UNDP's business.” 40% of the 2,200 current users are using Teamworks regularly (bi-weekly or more), and users are distributed equally across field and headquarters duty stations, business units and age groups. In addition to over 160 bottom-up driven user groups, 82 Corporate Spaces have been established in areas corresponding to both the development and institutional outcomes in UNDP's Strategic Plan.

